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Vonage DigitalVoice is an all-inclusive home phone service that replaces your current phone company.

This is like the home phone service you have today - only better!

Vonage combines domestic US local, long distance, and Canada calls for one flat price because it runs over your high speed Internet connection. Say goodbye to confusing bills and surprising charges. With Vonage DigitalVoice you get unlimited local and long distance calling, Canadian calling, plus great features like Caller ID, Call Waiting and Voicemail. Best of all you only pay one low price

Product Tour



- [Introduction](#)
- [How It Works](#)
- [What's Included](#)
- [What Do I Need](#)
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Docket No. P6214/C-03-108
Exhibit 2

FOR IMMEDIATE RELEASE

For more information, contact:

Brooke Schulz

Vonage

732.528.2627

brooke.schulz@vonage.com

Michele Husak

Connors Communications

212.798.1414

michele@connors.com

Vonage DigitalVoiceSM Comes to Minneapolis

Residents and Small Businesses in the Twin Cities Can Now Get Unlimited Local and Long Distance Calling for a Flat Monthly Rate

Edison, NJ, December 16, 2002 – Vonage, a leading provider of digital telephone service, today announced the availability of Vonage DigitalVoice service in the Minneapolis and St. Paul, Minnesota region.

Now, high-speed Internet subscribers from St. Paul to Red Wing can take advantage of Vonage DigitalVoice telephone service offering free unlimited local and long distance calling, including the popular features like caller ID, call waiting and voicemail, for one low, flat monthly rate. Vonage DigitalVoice customers throughout the Twin Cities region can keep their current numbers or choose telephone numbers within the popular area codes: **(612) (651) (952) (763)**.

"As Vonage DigitalVoice pushes into the Midwest, markets like the Twin Cities become increasingly important in creating a nationwide presence," said Jeffrey Citron, chairman & CEO of Vonage. "We are offering residents and small businesses an alternative to their local phone companies and free unlimited local and long distance phone service that they install themselves, including all of the features, for an attractive price."

Using the latest technology, Vonage DigitalVoice sets the standard for the new generation of phone service with residential and business calling plans:

- o Residential Premium Unlimited Plan - \$39.99/month for unlimited nationwide calling.
- o Residential Unlimited Local Plan - \$25.99/month for unlimited local and regional calling plus 500 minutes of long distance calling.
- o Small Business Unlimited Plan - \$69.99/month for unlimited nationwide calling.
- o Small Business Basic Plan - \$39.99/month for 1500 minutes of nationwide calling.

-more-

- Services and hardware included for free in all Vonage DigitalVoice plans:
 - Voicemail
 - Caller ID
 - Call waiting
 - Call forwarding
 - Call transfer
 - Call return (*69)
 - Caller ID block (*67)
 - Repeat dialing
 - Area code selection
 - International call block
 - Bandwidth saver
 - Web-based account management, voicemail retrieval and real-time inbound/outbound calling activity
 - International calling at significantly reduced rates
 - London 5 cents a minute
 - Toronto 5 cents a minute
 - Sydney 6 cents a minute

About Vonage

Vonage is redefining communications by offering consumers and small businesses an affordable alternative to traditional telephone service. Offering over 100 area codes in 20 of the top 50 media markets nationwide, Vonage offers an easy-to-use product with the most popular features and unlimited local and long distance calling for a flat rate. With over 675 active rate centers, Vonage is the fastest growing digital telephony company in the US. Utilizing proprietary technology, subscribers use a high-speed Internet connection and a standard telephone to make calls anywhere in the world. Vonage is headquartered in Edison, New Jersey. For more information about Vonage's products and services, please visit www.vonage.com or call 1-VONAGE-HELP. Vonage DigitalVoiceSM is a service mark of Vonage Holdings Corp.

###

Docket No. P6214/C-03-108
Exhibit 3



MINNESOTA
DEPARTMENT OF
COMMERCE

Michelle R

85 7th Place East, Suite 500
St. Paul, Minnesota 55101-2108
651.296.4026 FAX 651.297.1959 TTY 651.297.3000

January 3, 2003

Mona Shah
Executive Vice President
Vonage Digital Voice
2147 Route 27
Edison, New Jersey 08817

Dear Ms. Shah:

The Minnesota Department of Commerce (Department) recently became aware that Vonage Digital Voice (Vonage) has advertised that it is offering local phone service in Minnesota. On Vonage's website, at www.vonage.com/corporate/releases/pr_12_16_02.html, Vonage states that its voice service is now available in Minnesota.

The Department has no record of Vonage possessing a certificate of authority to provide telephone service in Minnesota. Under Minnesota Statutes §237.16, subd. 1(b), any entity offering telephone service in Minnesota must first apply for, and receive, a certificate of authority from the Minnesota Public Utilities Commission (Commission). Applications for certification are available at the Department's website, at www.commerce.state.mn.us, then clicking on "Licensing & Compliance." Certification requirements apply to carriers whether they are providing voice or data transmission services, as are entities that resell such services to the public.

In addition, if Vonage is offering telephone service in Minnesota, it has also failed to comply with several other legal requirements. Telecommunications carriers in Minnesota must be able to provide 911 service. On December 21, 2002, in response to an electronic inquiry from the Minnesota Department of Administration, Vonage's Customer Care stated that 911 was not available through its voice service at the current time, and may not be available for a matter of months.

Another requirement Vonage has apparently failed to fulfill is registration with the Minnesota Secretary of State. Under Minnesota Statutes §333.01, any entity conducting business in Minnesota must first obtain a certificate to do business with that office. The Secretary of State's office has confirmed that it has no company registered with the name "Vonage" or "Vonage Digital Voice."

Mona Shah
January 3, 2003
Page Two

If Vonage is offering telephone service without prior authority in Minnesota, Vonage is subject to monetary penalties, and may be required to submit refunds to consumers.

Vonage must reply within 10 days of the date of this letter, explaining what services the Company is providing in the state, when services were first provided in Minnesota, and the current number of Vonage customers in Minnesota. Failure to comply with Minnesota Statutes and Rules may result in fines of up to \$10,000 per day for each violation pursuant to Minnesota Statute 237.462. The Company's cooperation in resolving this matter will be given consideration when determining whether sanctions should be pursued.

Sincerely,



MICHELLE REBHOLZ
ANALYST

MR/sm

c: Nancy Pollack, Metropolitan 911 Board
Jim Beutelspacher, Minnesota Department of Administration
Deborah Motz, Minnesota Public Utilities Commission

Docket No. P6214/C-03-108
Exhibit 4

GREENBERG
ATTORNEYS AT LAW
TRAURIG

RECEIVED

Judith D. O'Neill
(212) 801-9387
oneilj@gtlaw.com

JAN 22 2003

MIN Dept. of Commerce

January 21, 2003

Ms. Michelle Rebholz
Analyst
Minnesota Department of Commerce
85 7th Place East, Suite 500
St. Paul, Minnesota 55101-2198

Re: Vonage Digital Voice

Dear Ms. Rebholz:

Your letter to Mona Shah, Executive Vice President, Vonage Digital Voice (Vonage), dated January 3, 2003, has been forwarded to this office for reply. Our firm acts as legal and regulatory counsel to Vonage Holdings Corporation. Vonage Digital Voice is a registered service mark of Vonage Holdings Corporation. Your letter asserts that Vonage has advertised that it is offering local telephone service in Minnesota without prior authority from the Minnesota Public Utilities Commission.

Please be advised that Vonage has not advertised and does not offer telecommunications services in Minnesota and consequently is not a telecommunications carrier that is subject to §237.16. Rather, Vonage is a provider of a converted voice calling service, which operates on an Internet Protocol characterized by sending packetized signals in an asynchronous mode. Vonage subscribers must have a cable modem or DSL connection and must use an adapter that allows them to convert their voice signals into data packets which travel over the Internet and are directed to their destinations by Internet routers. Such services are classified as Information Services and fall within the statutory definition of that term contained in the Communications Act of 1934 as amended by the Telecommunications Act of 1996 (47 U.S.C. § 153(20)) (the "Act"). Information Services are not classified as Telecommunications Services under the definition of that term as codified in the Act (47 U.S.C. § 153(46)). There is no requirement that providers of Information Services, such as those offered by Vonage, obtain state regulatory authorizations in order to provide such services. In the event that regulatory requirements applicable to such Information Services are adopted in the future, Vonage will take such actions as are necessary to comply with them.

GREENBERG TRAURIG, LLP

MET LIFE BUILDING

200 PARK AVENUE, NEW YORK, NEW YORK 10166

212-801-9200 FAX 212-801-6400 www.gtlaw.com

NEW YORK ATLANTA BOCA RATON BOSTON CHICAGO DENVER FORT LAUDERDALE LOS ANGELES MIAMI ORLANDO PHILADELPHIA PHOENIX
TALLAHASSEE TYSONS CORNER WASHINGTON, D.C. WEST PALM BEACH WILMINGTON

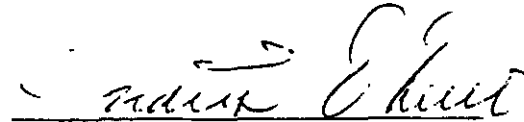
Ms. Michelle Rebholz
January 21, 2003
Page 2

Although Vonage is not a telecommunications carrier and therefore not subject to the state's requirements governing 911 service, Vonage is developing an Internet-based 911 emergency service that it expects to make available during the second quarter of this year.

With regard to your assertion that Vonage has not registered with the Minnesota Secretary of State pursuant to Minnesota Statutes § 333.01, please note that Vonage does not "carry on or conduct or transact a commercial business under any designation, name or style, which does not set forth the true name of every person interested in such business." Consumers in Minnesota may subscribe to Vonage's service only by contacting Vonage via the Internet or via an interstate telephone call to Vonage.

We trust that this is satisfactorily responsive to your inquiry. If you have further questions about Vonage's operations, please do not hesitate to contact its undersigned counsel.

Sincerely,

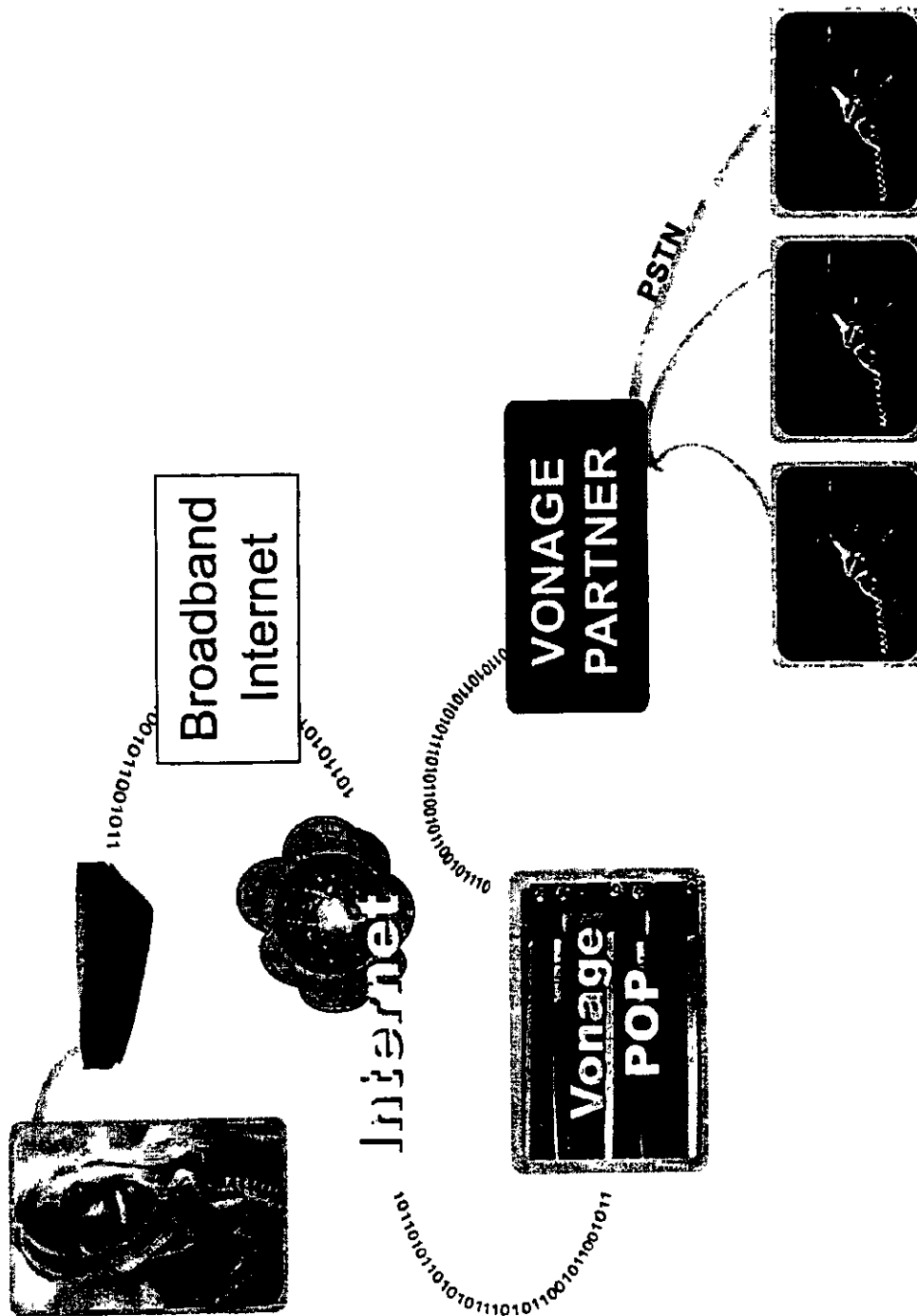
A handwritten signature in cursive script, appearing to read "Judith D. O'Neill", is written over a horizontal line.

Judith D. O'Neill
Mitchell F. Brecher
GREENBERG TRAURIG, LLP

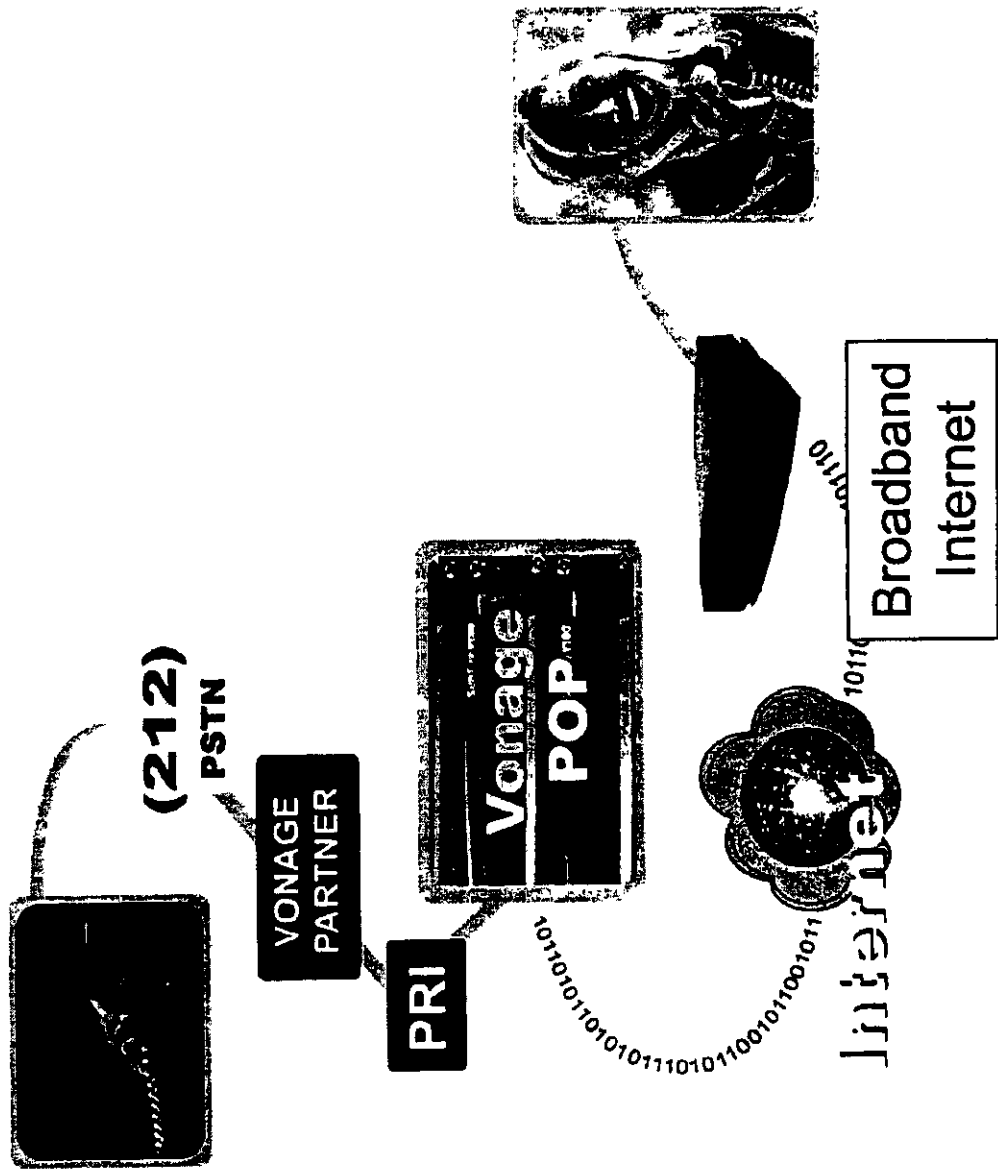
Counsel for Vonage Holdings Corporation

Docket No. P6214/C-03-108
Exhibit 5

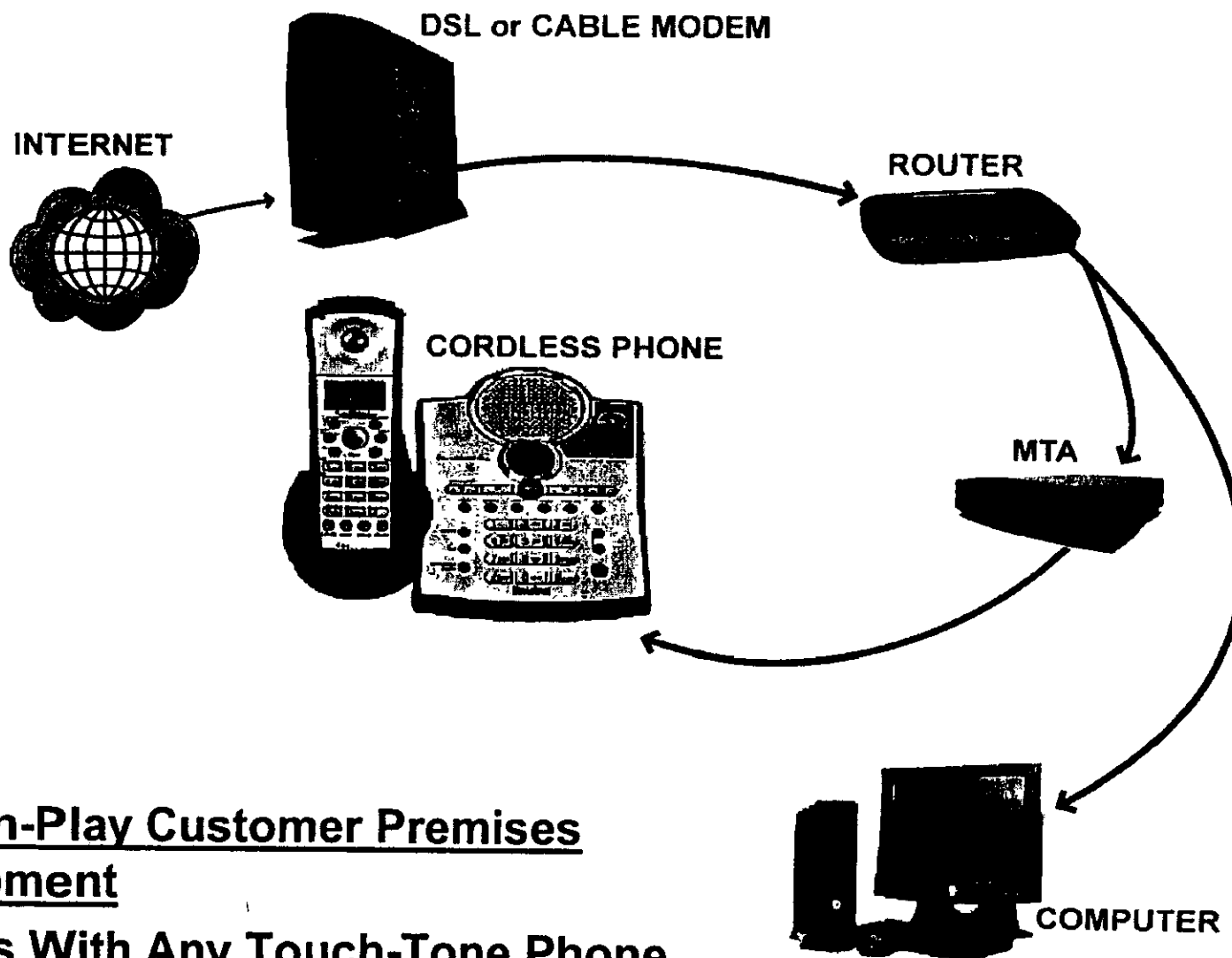
Vonage to PSTN Call Flow



PSTN to Vonage Call Flow

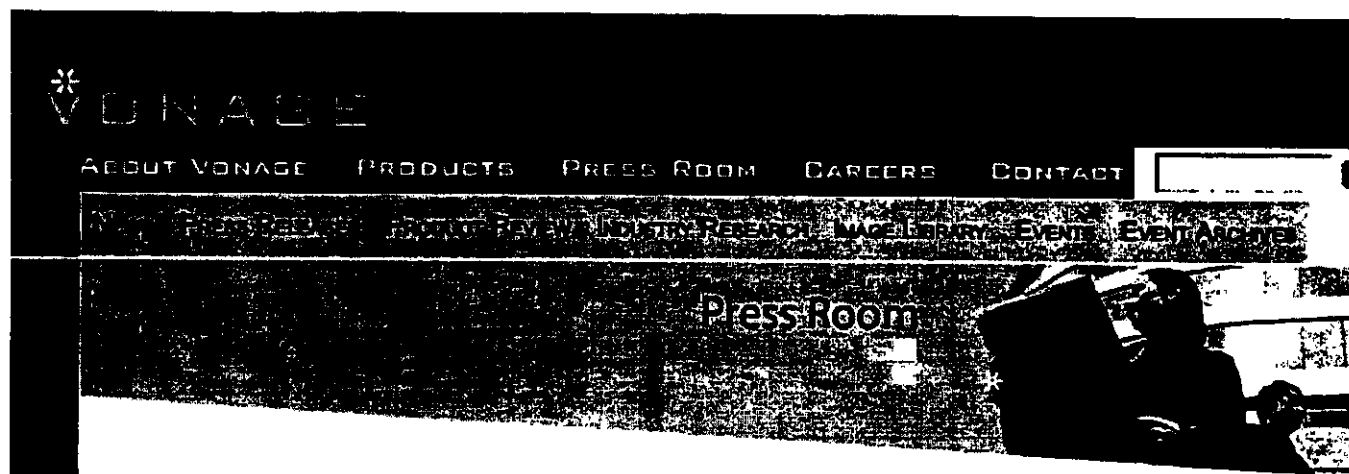


How It Works



- * Plug-n-Play Customer Premises Equipment
- * Works With Any Touch-Tone Phone

Docket No. P6214/C-03-108
Exhibit 6



Press

Vonage Digital Voice™ Announces Private Label Partnership with Advanced Cable Communications

Vonage and Advanced Cable Communications to offer the Most Cost-Effective Option in Telephony

Edison, NJ, June 10, 2003 - Vonage, a leading provider of digital telephone service, today announced a co-branded partnership with Advanced Cable Communications, a subsidiary of Schurz Communications, a top 40 multiple systems operator (MSO) to deploy broadband telephony service to Advanced's cable television passings in Coral Springs and Weston, Florida. Vonage will offer local and long distance calling throughout the United States and Canada for \$39.99 a month to Advanced Cable's aggressively growing broadband Internet customer base.

The Vonage-Advanced Cable Communications partnership offers Coral Springs and Weston residents an affordable full-featured telephony choice. Advanced Cable Communications' customers will be offered the Vonage Residential Premium Unlimited plan and the Residential Unlimited Local plan. Both plans include all the standard calling features like call waiting and caller ID as well as a number of proprietary features at no additional cost.

"By launching our partnership with Advanced Cable Communications, Vonage proves the importance of broadband telephony to cable operators of all sizes," said Dan Elwell, senior account manager, MSO/Cable and major markets. "This partnership is a win-win situation for everyone, most importantly, South Florida consumers. Vonage has the opportunity to further grow its customer base in Florida and Advanced Cable Communications now has a new service to cross sell to its broadband subscribers, enabling its customers to benefit from a low cost, high quality alternative to traditional telephony."

"We take pride in being a forerunner in bringing new services and technologies to our customers," said Michelle Fitzpatrick, marketing director for Advanced Cable. "We now offer video, voice and data. The availability of this affordable broadband telephone service reinforces the value of subscribing to high-speed cable Internet service."

Press Contacts

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Michele Husak

Connors Communications

212.798.1414

michele@connors.com

Using the latest technology, Vonage Digital Voice sets the standard for the new generation of phone service with residential and business calling plans:

- Residential Premium Unlimited Plan - \$39.99/month for unlimited calling throughout the United States and Canada.
- Residential Unlimited Local Plan - \$25.99/month for unlimited local calling plus 500 minutes of United States long distance and Canadian calling.
- Small Business Unlimited Plan - \$49.99/month for unlimited calling throughout the United States and Canada, including a free dedicated fax line.
- Small Business Basic Plan - \$39.99/month for 1500 minutes of calling throughout the United States and Canada, including a free dedicated fax line.
- Services and hardware included for free in all Vonage Digital Voice plans:
 - Voicemail
 - Caller ID
 - Call waiting
 - Call forwarding
 - Call transfer
 - Call return (*69)
 - Caller ID block (*67)
 - Repeat dialing
 - Area code selection
 - International call block
 - Bandwidth saver
 - Web-based account management, voicemail retrieval and real-time inbound/outbound calling activity
 - International calling at significantly reduced rates, such as:
 - London 5¢ per minute
 - Tel Aviv 6¢ per minute
 - Sydney 6¢ per minute

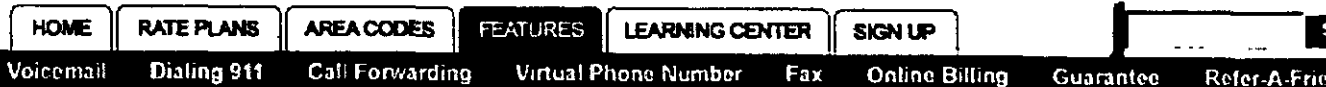
About Vonage

Vonage is redefining communications by offering consumers and small businesses an affordable alternative to traditional telephone service. The fastest growing telephony company in the US, Vonage's service area encompasses more than 1000 active rate centers in 77 US markets. Sold directly through www.vonage.com and partners such as Amazon.com, Vonage currently has more than 25,000 lines in service. Over 1.5 million calls per week are made using Digital Voice, the easy-to-use, feature-rich, flat rate phone service. Vonage is headquartered in Edison, New Jersey. For more information about Vonage's products and services, please visit www.vonage.com or call 1-VONAGE-HELP. Vonage Digital Voice™ is a trademark of Vonage Holdings Corp.

About Advanced Cable Communications

Advanced Cable Communications provides standard cable TV, digital cable and high-speed cable Internet service in Coral Springs and Weston, Florida. Advanced Cable is currently celebrating its 25th Anniversary of serving South Florida, and has been recognized as a leader in delivering advanced services.

Docket No. P6214/C-03-108
Exhibit 7

Username: Password: [Forget Your Pa](#)

Vonage 911

Vonage Lets You Dial 911

Prior Activation Required.

Your Safety Is Important

Vonage is proud to offer 911 emergency dialing. When you dial 911, your call is routed from the Vonage network to the Public Safety Answering Point (PSAP) for your area. There are several important differences between our Emergency Services dialing and traditional 911 dialing that you need to know:

You Must Pre-designate the Physical Location of Your Vonage Line for 911 Dialing to Function.

- Remember that unlike traditional phone lines, Vonage service is portable to any location with broadband Internet access. For example, you can have a New York number and receive calls in Texas. You can also take your equipment with you on a trip but, when you travel, 911 Dialing will automatically route your call to the local emergency personnel location for the address on file, not your temporary location
- When you sign up for Vonage Dialing 911 service, you fill out a short form that tells us your actual physical address. When you dial 911, the call is routed to the local emergency personnel location designated for the address you register on file here.
- When you move, you MUST provide your new location. You can conveniently update your new location online. It may take several days to update your record
- Since your 911 call could be from anywhere, we need you to verify the physical location of your phone in order to activate this 911 dialing feature from your phone.

911 Dialing Isn't Automatic. You Must Pre-Activate 911 Dialing. You May Decline 911 Dialing.

- We STRONGLY urge you to activate 911 Dialing. Even if you don't plan to make 911 calls from your Vonage line, there may be others who do. You can't plan in advance for all situations. For example, a residential line could be used by babysitters, young children, in-laws, and others who may not know that you didn't want to make 911 calls. If you decline 911 from Vonage, you or others will not be able to call 911 from this Vonage line. Don't play games with your safety. Register today.

Your Call Will Go To A General Access Line at the Public Safety Answering Point (PSAP). This is different from the 911 Emergency Response Center where traditional 911 calls go.

- This means your call goes to a different phone number than traditional 911 calls. Also, you will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will NOT have this information at hand.

Service Outages Can Prevent 911 Dialing.

Quick Reference

- Dialing 911 is an optional feature
- Dialing 911 is free
- Dialing 911 is available anywhere in the United States
- Dialing 911 requires prior activation on your part
- 911 Dialing and Vonage Service DO NOT function during a Power Outage.

- 911 Dialing and Vonage Service DO NOT function during an electrical power or broadband provider outage.

Important Note

Please refer to the Dialing 911 section in our Terms of Service for important information on potential limitations of this 911 feature, including the differences between our 911 Dialing feature and traditional 911 dialing

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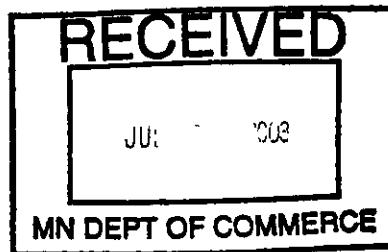
Docket No. P6214/C-03-108
Exhibit 8

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

In the Matter of a Complaint Against)	Docket No. P6214/C-03-108
Vonage Holdings Corporation)	
)	
)	

AFFIDAVIT OF NANCY POLLOCK

July 10, 2003



1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Nancy Pollock. I am the Executive Director of the Metropolitan 911 Board.
3 I have been employed as the Executive Director since 1996. In addition I serve as the Chair of
4 the 911 Committee for the Association of Public-Safety Communications Officials, International,
5 Inc. (APCO) the largest 911 professional association in the world. The Metropolitan 911 Board
6 is a joint powers association of the seven counties which comprise the Minneapolis/St. Paul
7 metropolitan area that includes the Counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott
8 and Washington.

9 **Q. PLEASE SUMMARIZE YOUR RESPONSIBILITIES AT THE METROPOLITAN 911 BOARD.**

10 A. The Metropolitan 911 Board's Network Service Standards and the Consolidated 911 Plan
11 is on file with the State of Minnesota 911 Program Office in the Department of Administration,
12 in accordance with Minnesota law.

13 The responsibility of the Metropolitan 911 Board is to administer network and database accuracy
14 aspects of 911 service in the seven-county metropolitan area. As required by Minn.
15 Stat.§403.01, et seq. the Metropolitan 911 Board is responsible for the seven county 911 Plan
16 which stipulates how 911 is to be networked and data managed in the seven counties and
17 currently 26 public safety answering points within those seven counties.

18 The Board has established a Technical Operations Committee, composed of managers of
19 representative public safety agencies within the seven counties to advise them on 911 system
20 matters, issues of relevance that affect public safety, system deficiencies, and methods of